



JOB DESCRIPTION

Job Title: Network & Systems Administrator
Department: Information Technology
Reports to: Chief Information Officer

JOB SUMMARY

Network & System Administrator is responsible for University computer system support, setup and update of the OS server, and managing complex IT issues. They will own an agile practical and hands on approach to the design, support, and continuous optimization of our cutting-edge education and enterprise infrastructure server platforms and systems.

JOB DESCRIPTION

- Proactively identify University-wide system issues around processes that involve information technology in order to address them in advance of service interruptions
- Investigate & evaluate customer computer system requirements and provide recommendation for solutions
- Conduct inventory & auditing, including security checks, on existing systems
- Facilitate knowledge sharing by creating and maintaining detailed and comprehensive documentation and diagrams regarding solutions and processes.
- Assist in the development of automation practices with existing processes in order to eliminate repetitive processes
- Act as technical resource for higher tier helpdesk issues
- Document relevant processes and improvements as they are implemented
- Assist IT & Facilities teams with event setups as needed
- Assist with facilities issues as directed by the IT & Facilities Manager

ESSENTIAL QUALIFICATIONS

- Bachelor's degree in Computer Science, Information Technology, or a similar technical field
- 2 years minimum experience in a similar role; experience in a higher education environment highly desirable
- Hands on experience with Windows and Linux systems
- 2 years' experience doing DBAA with MS SQL
- Expert level experience in incident management, including experience with root cause analyses

- Experience managing third party apps on the Salesforce environment
- Excellent interpersonal skills and command of written/spoken English, with the ability to communicate complex information easily and tactfully to a variety of audiences
- Ability to work independently and take initiative; demonstrated ability to identify and troubleshoot complex problems and see them through to a resolution
- Professional and service-oriented demeanor; must be able to work cooperatively with faculty, students, university colleagues, and external university partners
- Ability to commute between campus locations when needed (Palo Alto University has multiple campuses in the greater Palo Alto area).
- Excellent attendance and punctuality, collegial and diplomatic behavior at work, and work performance to the satisfaction of management are essential functions of the position.
- Participate in an on-call rotation for support of systems outside of normal business hours

SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES

- Technical certifications preferred (e.g. MCSA, ITIL, A+, etc.)
- Excellent discretion in handling sensitive information such as PII, FERPA, and HIPAA.
- Expert-level knowledge and hands-on experience administering Windows Server 2008, 2012, 2016 and SQL Administration experience.
- Hands on experience and proficiency in configuration and management of network firewalls, switches, routers, VOIP, and IP security camera
- Expert-level knowledge and hands-on experience administrator active directory & domain architecture

To apply, please send cover letter and resume to fyng@paloaltou.edu.